



CITY OF SPRINGDALE, ARKANSAS REQUEST FOR PROPOSAL (RFP)

401 and 457 RETIREMENT SYSTEMS PLANS

1. INTENT AND GENERAL INFORMATION

The City of Springdale, Arkansas (hereinafter "City") is seeking a qualified and experienced provider (hereinafter "Consultant") to manage the operation of the 401 and 457 Retirement System Plans.

The primary intent of this request for proposal (hereinafter "RFP" or "proposal") is to retain a Consultant that can manage the operation of the 401 and 457 Retirement System Plans and can recommend actions that will improve the effectiveness and efficiency of Retirement Plans by identifying potential areas or methods to improve service levels, increase efficiency and achieve cost savings.

The City of Springdale's 401 Retirement Plan has 215 participants and total plan contributions for 2012 were \$6,883,377.52. At December 31, 2012 plan assets were \$7,041,389.87. More information about the City can be found on the City's website at www.springdalear.gov.

2. SUBMISSION, DEADLINE & QUESTIONS

An original paper copy and an electronic copy of the proposal should be delivered by April 30, 2013 at 4:00 p.m.

Proposals should be delivered to:

City of Springdale
Lloyd Price
Director of Human Resources
201 Spring Street
Springdale, AR 72764
lprice@springdalear.gov

Questions about the Scope of Services or the RFP may be directed to: Lloyd Price, phone 479-750-8535 or lprice@springdalear.gov. All proposals shall remain firm and cannot be withdrawn for a period of 120 days after receipt.

3. AWARD

The Mayor will review all proposals and make recommendations to the City Council, who will consider awarding a contract to one of the Consultants.

4. PROPOSAL CONTENT

The proposals shall include as a minimum:

A. ORGANIZATION AND HISTORY

1. Please provide the names, titles, address, telephone and fax numbers, and email address of the individual responsible for responding to this request.
2. Provide a brief overview of your company and history of your organization including an organizational chart. Please describe any parent/subsidiary/affiliate and or sub contractor relationships.
3. Are you currently participating in any alliances or joint marketing efforts? If so, please describe in detail.
4. What is the average number of clients managed by the plan administrator or team leader?
5. What are your client retention statistics for each of the last three years?
6. How long has your company provided bundled services to 401(k) plans?
7. Indicate the total value of assets for which you provide recordkeeping services.

B. CLIENT SERVICE / QUALITY ASSURANCE

1. Please describe the team that we would deal directly with during the transition and on an ongoing basis. Indicate staff size, experience and tenure.
2. Describe the training provided to us both for the initial conversion and ongoing.
3. Explain your Quality Assurance program in detail.

C. RECORDKEEPING / ADMINISTRATION

1. How does your system process transactions?

2. Describe the information included on employee and employer statements and any options we have regarding the content of these reports.

D. INTERNET ACCESS

1. What services are available to plan sponsor and employees through the internet? Please describe the process for submitting contribution information via the internet.
2. Describe the confirmation process of transactions processed through the internet.

E. COMMUNICATION AND EDUCATION

1. Briefly describe the training and counseling you would provide before transferring funds to your company.
2. Describe the ongoing training and counseling you would provide to employees after transferring funds to your company.

F. CONVERSION

1. Explain your conversion process and provide a specific time frame for the conversion.
2. When and how does is the employee required to change their investment selections necessary for the fund transfer to your company?

G. INVESTMENTS

1. State the investment options that will be available to our employees and provide a brief description of each.
2. Describe your company's method of evaluating investment options and adding and removing them from the available options for our employees.

H. TRUSTEE SERVICES

Describe the trustee services you propose to perform and their benefit to the City and plan participants. Also, explain any liability or other responsibilities you plan to assume while managing this account.

I. REFERENCES

Please provide three references of current clients who have similar (to our company) plan demographics (i.e., size and plan design). Please provide client name, contact name, address, phone number, services provided, and year they became a client.

J. EXPENSES

1. Provide an example of the service contract or administrative agreement you plan to execute to manage this account.
2. Describe all fees for the conversion and setup, including programming, data formatting, editing, etc., associated with converting the plan to your recordkeeping system.
3. List all possible ongoing fees and explain when and how they are applied.